Design Decisions

User Testing Feedback

Summarize the feedback from user testing, noting what you found most surprising/interesting about the feedback

Note each step that you asked the participant to take in its own paragraph with heading. There should be no more than 8 steps that the user takes. Then, write one paragraph summarizing your reflection about what was surprising. Each paragraph should be no more than 3 sentences.

1. **User creates an account**

There was nothing too surprising about how the user navigated creating an account. I expected them to navigate right to the Sign Up form, as the Sign Up page is the first page that loads when running Fritter. This is precisely what happened.

2. **User creates a freet**

I noticed that the user first navigated to the Profile page to post a freet, rather than the Feed page. This is surprising, as I would have thought that it is more intuitive to navigate to the Feed than to one's Profile to post content. Additionally, the user tried clicking on the text "You have no posted Freets. Create one now!" to navigate her to create a freet, but this was just plain text and not a link, so I updated this text to route her to the Feed where she can create a Freet.

3. **User signs out**

There was no surprising behavior here, as she navigated to the tab clearly marked "Sign Out", and there her only option was a massive sign out button. She did note that the message informing her that she has signed out was helpful, which was surprising since it was more just included as a sanity check.

4. **User follows another user**

The user did not immediately navigate to the "User Search" tab to find a user to follow. She scrolled a bit around the Feed page, almost clicking on List All Freets, before ultimately clicking the User Search tab. I expected her to find the User Search tab more easily, but I could see why listing all of the freets and then following the user from there would be a logical way of doing so too.

5. **User likes a freet**

The user had to search a bit to find how to access all the freets. The Feed only displays freets of users you follow unless you explicitly press "List All Freets." Our user put this information together quite quickly, however, which I was slightly surprised by because I think I would have found this difficult to infer as the user.

6. User refreets a freet

There was no surprising behavior here; once the user liked a Freet, she could clearly see the well-marked 'Refreet' button next to the like button, so when I asked her to refreet a freet, she had no problem doing so. This was unsurprising.

7. User changes their own username

The user navigated right to the Profile page when I gave her this instruction, which was the hope. The Change Username form was easy to find once she got to the Profile page, so she did not struggle to do this task. I was glad her first instinct was to navigate to the Profile page--this was my intent.

8. User deletes their account

The user instantly scrolled to the bottom of the Profile page to find a big red button marked "Delete User." I was surprised with how quickly she found this--I intentionally placed it at the bottom of the Profile page because it is a button that will rarely be clicked, so it is not visible right away. I was glad she navigated to it easily, but was not expecting her to find it so quickly.

This feedback was not very surprising, but still informative. The pieces of critique offered by my user made sense--for example, if a piece of text says "Create a freet now!" and is underlined, then it would intuitively make sense that clicking the text would route you to the correct location. The feedback reinforced that our Fritter UI was very easily navigable, with a few small tweaks that needed to be made.

Sketches and Finished Frontend

1. Splitting concerns into separate pages

After trying to fit in all of the functionality (user sign-in/out and creation, freet feed, and user profile) into a single page, we quickly realized that it was too crammed and was overwhelming to look at. For this reason, we decided to separate these concerts into different pages that can be navigated to where each one is responsible for different actions, so we made three. In the sign-in/join page, a user can sign in, create an account, or sign-out when logged in. The main feed handles creating and viewing freets, and finding accounts to follow and seeing their freets. And lastly the profile page when signed in shows the logged in user's freets, lets them change their username and password, and delete their account. The main rationale for this was to make the interface cleaner and make it easy for the user to know where to go for certain actions, instead of looking for a specific form amidst dozens of them.

Alternatives Considered:
- A single page with all functionality
    - As mentioned before, we did not opt for this as it was messy and jumbled in the wireframes, and we thought that it made it easier for users if we separate concerns in an intuitive way.
- Two pages, one for both when signed out and signed in
    - We thought about having a landing page that users would see when first loading the app (or logged out), prompting either sign in or creation of an account. Once logged in, they would then be taken to a page containing the feed and profiles. Although this did make the sketches less jumbled, we still thought that it was not enough to declutter and we liked the ability to navigate between pages as well.

2. Tab Bar Navigation

When sketching the wireframes, one of the considerations we thought about was how to make navigation to different parts of the app easy and readily accessible to the user. We decided to go with a floating tab bar at the top of the page that contains the three main pages of the app and users can reach any of them with one click. Additionally, the tab that is currently selected (page user is on) is highlighted to give them even more context and indication of what the user is currently interacting with. We made the tab bar relatively large, spanning across the whole width of the page, to make it very visible to the user and also make it easy to click (Fitts Law) enabling fast navigation around the page. One of the limitations is that the bar takes a lot of space on the page which could make it less pleasant for users, but we thought that the benefits for navigation outweighed these concerns.

Alternatives Considered:
- Navigation through hyperlinks
    - One of the ways we thought to allow users to navigate throughout the app is to click on messages and content related to the different pages (such as clicking on a username to go to a profile page, "Start creating now" links to feed), but thought that the tab bar not only made it easier for a new user, but also allowed navigation between any two pages.

- Drop down menu
    - Another alternative that was more similar to the tab bar was a drop down menu that contained the same tabs for navigation. This option was cleaner in terms of space taken in the page and pleasantness, but we thought it could be hard for users to find at times especially if they are new, and also takes more time to navigate (smaller and requires two clicks).

3. Feed Freet Selection

One of the design decisions that was not captured in the wireframes and came up during implementation was choosing which freets should be shown and when on the feed. When a user is logged in, we have decided to emulate popular social media apps and default to showing the freets created or refreeted by the users that the logged in user follows. This makes it so that following has more impact and functionality, and allows users to filter the content they want to see and prioritize it. When a user unfollows someone, their freets will disappear from the feed. We have also decided to make it so that a user's own posts are shown in the feed since it makes it easier to see their own content without having to look themselves up. A user can still click on list all freets while logged in to see the entire website's freets.

One limitation is that we do not have private accounts, so all of the freets are open to the public. When not logged in, we defaulted to just showing all of the freets in the website, and when a user is searched, all of their freets are shown under the profile (view by author).

Alternatives Considered:
- Showing all freets by default even when logged in
    - Since all freets are public, we thought about just defaulting to showing all of the freets posted on the site in the freets feed, even when logged in.
    - Decided to change to showing followed accounts' posts to allow users to use the follow concept for its purpose, to filter content that they want to see. Also, we still have the list all freets button if they want to see all.
- Not showing own posts on freet feed when logged in

○ Since some users might want to see their own posts when they create a freet, we decided to make a user implicitly 'follow' themselves by default so they were included in the freets feed when logged in.

4. Guiding users to create their first freet

When a user is logged in but has not posted any freets, if they navigate to their profile, instead of displaying a feed of just their own freets, a message reading "You have posted no freets. Create one now!" is shown, and if the user clicks this message, they are redirected to the Feed page, where they can post a freet. The rationale behind this is that we want to make the user's experience as clear and easy to understand as possible. The user may very well not know where to navigate to post their first freet when logging in, and so by default they will likely go to their profile to receive context clues (this was the case when doing user testing). With this in mind, we wanted to guide the user to the correct tab, so we displayed this message in large, bolded white text so that they can easily be steered to the correct location. While this does guide them to the right tab (Feed), however, it is still somewhat limited in that the user needs to locate the post freets button from this page, so they may still be confused.

Alternatives Considered: The alternative was to just have an empty freet feed on a new user's profile instead of displaying this message. This would be valid, as once the user posts freets we display them on their profile, but we decided to display the text with the router link so that the user is steered in the right direction. Another alternative (what we originally had) was just displaying this message as plain text, but in the user testing phase we realized that the user tried clicking on the plain text, so it would make more sense to make it a link.

5. Signed out messages and indicators

When implementing the pages following the wireframes, we realized during implementation that the pages that were not for signing in (feed, profile) needed better indication that the user was signed out and that they should sign in to be able to access the actions on those pages. If a user navigates to the profile, it displays a message saying that they should sign-in or create an account to see their profile, and on the feed it says to sign-in to start posting freets. We thought that these indicators

made it much more clear to the user that they are signed out, and explains why they can not see the actions such as creating freets or seeing their profile. When signed-in, these messages disappear and are replaced by the forms and content associated with those actions and profiles. A limitation to this is that users still need to read the message and then navigate to the sign-in page instead of being taken there directly, but we valued being able to navigate the site even when logged out.

Alternatives Considered:
- Automatically navigating to sign-in when clicking feed or profile while logged out
  - This option made sense to us and would solve the problem of knowing why you can't access certain content, but we wanted a user to be able to checkout the website without having to commit to creating an account.
- No indicator messages
  - We thought about leaving the pages as they were without the messages since the sign-out/in tab already indicates if a user is logged in or not, but it was not enough in our opinion and could easily be missed.